

## PRESS RELEASE

### *Transcom WorldWide receives a 6.5 million Euro contract*

Transcom WorldWide has signed a contract with *Hobby Norte S.L.* of Spain, owner of the commercial name Planet Hobby. The contract provides call center services in 14 countries across Europe for a value of 6.5 million Euro annually.

Planet Hobby has been a tour operator in Spain and Portugal for more than 11 years, with a focus on offering consumers and businesses low cost high quality travel packages via direct sales and through the Internet.

“With Transcom WorldWide we are able to implement our expansion plans into 14 European countries with consistency and quality because of their local presence in countries across Europe. This combined with their ability to deliver high performance levels makes this a valued partnership”, says Juan Carlos Ayestaràn, CEO of Planet Hobby. “With Transcom WorldWide we feel very confident that we will exceed our sales and revenue goals.”

“We are very pleased that Planet Hobby selected Transcom WorldWide for this assignment. With our proven ability to implement large scale pan European projects we are confident this will be a successful partnership, we feel that this contract is again confirmation that Transcom WorldWide has the right strategy for companies looking for expansion across Europe” says Vigo Carlund, CEO of Transcom WorldWide S.A.

*Transcom WorldWide is present in Luxembourg, Sweden, France, Denmark, Germany, Finland, Italy, Switzerland, Norway, the Netherlands, Spain, Austria, Morocco, and Estonia. Transcom is expanding fast throughout Europe. With a total of 22 call centers, all under expansion, Transcom WorldWide employs approximately 5500 employees.*

*Transcom WorldWide, with headquarters in Luxembourg, is a subsidiary of the Swedish Industriförvaltnings AB Kinnevik Group. The company handles Customer Relationship Management (CRM) solutions for companies in various industries like e-commerce, telecommunication, travel & tourism, retail, finance and energy. Transcom offers clients a broad array of relationship management services, including inbound and outbound calls, Interactive Voice Response, Internet Services, e-mail processing and broadcast fax. Client programs are tailor made and range from single applications to complex programs, which are offered both on a domestic and international basis in as many as 37 languages.*

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